

Be Our Guest!

A SERIES OF WORKSHOPS ON CUSTOMER SERVICE



WORKSHOP TWO

Be a Positive Impact Person

THE KIND OF PERSON THAT ORGANIZATIONS
STRIVE TO KEEP

W O R K B O O K

Be a Positive Impact Person

A Sustained Learning Program

Dear Participant,

You are about to participate in a unique training experience that involves a carefully developed system of sustained learning.

You can become a Positive Impact Person, the kind of person that organizations strive to keep. We are not here to learn “rocket science,” we’re here to remind you of some basics that you already know about relating to other persons and to provide you with ways to reinforce, affirm and practice these core traits. We will help you to be more successful at serving others, to develop a habit of doing those things that you already know, by merely doing a few simple, short, daily, easily done tasks.

The success of this program does not depend solely on this training session, like most other training would. The initial session itself is very short. Your ultimate success does depend on doing the Sustained Learning Program’s follow-up activities that we have carefully planned for you. These daily assignments will take only a few minutes a day for you to complete. However, if you follow this simple, but effective system, you will not only become a Positive Impact Person, the kind of person that organizations strive to keep; but also, someone who Does it, Lives it and Enjoys it.

Our system includes constant reminders for encouragement, sharing information with your colleagues and getting feedback from your clients through your suggestion box. When you ask your clients how well you are doing these simple tasks, the feedback that you get will help you be more successful.

And thirty days from now, we suggest that your supervisor have a coaching session to review how successful you have been in applying what you learn in this training. At that time you and your supervisor can discuss difficult areas for you and possible steps needed for you to improve. Then we will follow up with your management to discuss additional steps or actions that will help you and your clinic be more successful.

We sincerely believe that you will enjoy this program as a life skill development experience. We believe that you will find that, when you use this system, you not only will be rewarded with more success in your work, but also that you will gain a sense of personal satisfaction and enjoyment.

If you practice the concepts contained in this program, they will serve you in a way that will enrich your relationships with all people, whether it be at work with your clients and coworkers, at home with your loved ones or at play with your friends.

Positively and respectfully,

Ron Frank
Sustained Learning Programs Creator

Presentation:

SLIDE

1

Continuing the Be Our Guest! series of workshops on customer service.

1. Create a culture of service.
2. Be a positive impact person!
3. Communicate with trust!

NOTES:

SLIDE

2

This Workshop: Be a positive impact person

The kind of person your organization strives to keep

NOTES:

SLIDE

3

Review the 5 keys to create a culture of service

1. Make your clients feel welcome.
2. Obtain and use your client's names.
3. Discover your client's needs.
4. Tell your clients you appreciate them.
5. Invite your clients back.

NOTES:

SLIDE

4

Why is being a positive impact person important to you?

NOTES:

SLIDE

5

By the end of this session, you will be able to:

- List the 5 keys to be a positive impact person.
- Write a personal plan of action to energize yourself routinely.

NOTES:

SLIDE

6

Video Clip and Exercise on Negative Nellie

List the examples of negative attitude you see in the video clip:

NOTES:

SLIDE

7

The 5 keys to be a positive impact person

1. Use the 5 keys of a culture of service.
2. Use positive words like "Yes," "I can," "I will."
3. Act responsibly.
4. Solve problems and determine options.
5. Energize yourself routinely.

NOTES:

SLIDE

8

Exercise Key 1

Use the 5 keys of a culture of service.

KEY:

HOW:

1. MAKE YOUR CLIENTS FEEL WELCOME.

2. OBTAIN AND USE YOUR CLIENT'S NAMES.

3. DISCOVER YOUR CLIENT'S NEEDS.

4. TELL YOUR CLIENTS YOU APPRECIATE THEM

5. INVITE YOUR CLIENTS BACK.

SLIDE

9

Exercise Key 2

Use positive words like "Yes," "I can," "I will."

Convert the following negative phrases into positive ones:

NEGATIVE PHRASE:

POSITIVE ALTERNATIVE:

IT WASN'T MY FAULT.

WHY DOES THIS ALWAYS HAPPEN TO ME?

THAT WILL NEVER WORK.

SOMETIMES I HATE THIS JOB.

DO I HAVE TO DO EVERYTHING MYSELF?

WHY BOTHER, NOBODY CARES.

THAT'S NOT MY JOB OR MY PROBLEM.

I WON'T DO THAT.

I TOLD YOU THAT WOULDN'T WORK.

YOU SHOULD HAVE KNOWN BETTER.

WE CAN'T.

IT'S NOT OUR POLICY.

I'M SORRY.

I DON'T KNOW.

NOBODY EVER DOES THIS RIGHT.

SLIDE

10

Exercise Key 3

Act responsibly.

Make two lists of words, body language or actions
that you observe in the role plays:

NEGATIVE LIST

POSITIVE LIST

SLIDE

11

Exercise Key 4

Solve problems and determine options.

YOUR SOLUTION AND OPTIONS:

SLIDE

12

Exercise Key 5

Energize yourself routinely.

YOUR PLAN:

SLIDE

13

Review the 5 keys to be a positive impact person

1. Use the 5 keys of a culture of service.
2. Use positive words like "Yes," "I can," "I will."
3. Act responsibly.
4. Solve problems and determine options.
5. Energize yourself routinely.

NOTES:

SLIDE

14

**Practicing what I know
about being a positive impact person.**

NOTES:

SLIDE

15

**Use Constant Reminders:
Place Posters around the office.**

NOTES:

SLIDE

16

Use Constant Reminders:
Use Daily Reminder Cards to lock in learning.

NOTES:

SLIDE

17

Use Constant Reminders:
Monitor the turning in of everyone's Daily Reminder Cards.

NOTES:

SLIDE

18

Use Constant Reminders:

Provide client surveys for the suggestion box.

NOTES:

SLIDE

19

Use Constant Reminders:

Schedule a 30-day review with your supervisor.

NOTES:

SLIDE

20

Thank you for coming
We appreciate having you as our guest

We hope that we have given you some ideas that will help you
to be a positive impact person.

We look forward to seeing you again soon!

NOTES:

WIC Civil Rights Policy Review

How We Do Business

C.R.-2.0

The same standards for determining eligibility and participation in the WIC Program apply to everyone regardless of gender, age, disability, race, color or national origin.

Staff responsibilities

C.R.-1.0

The local agency (LA) is required at the time of each certification to have the participant or parent/guardian/caretaker of the participant read, or be read, the rights and obligations of a participant in the WIC program. In Texas, the rights and obligations are spelled out thoroughly on the Supplemental Information Form (SIF).

Compliance Issues

C.R.-2.1

Each LA should make arrangements to provide program information to persons who do not speak English or who have limited English-speaking proficiency. Program information should be provided to such persons in the appropriate language and/or in writing. Program materials should be developed in languages that can be utilized by the local WIC populations.

C.R.-3.0

If any individual wishes to appeal any state agency (SA) or LA actions, the LA shall refer that individual to the SA. Individuals may make an oral or written request for a “Fair Hearing” to the Director of the WIC Program in Austin, Texas.

C.R.-6.0

The LA must immediately send all civil rights complaints to the SA.

C.R.-7.0

Each LA must have mechanisms in place to make services available to disabled persons. Each LA will use the SA’s “504 Checklist” to evaluate program accessibility for the disabled.

C.R.-9.0

The LA must collect participation data by racial/ethnic category from each participant on the WIC Program.

Program Material

C.R.-2.2

All locally developed materials concerned with outreach, program information, or participants' rights that are distributed to the public or posted for public viewing must include a nondiscrimination statement in a prominent place on the materials.

G.A.-9.0

Outreach for the WIC Program must include public announcements about WIC in the local media on an annual basis and distribution of WIC information at least twice yearly to organizations/agencies who service potentially eligible persons.

C.R.-4.0

The SA will monitor each local agency at least once every two years to determine the LA's compliance with state and federal civil rights policies and legislation.

C.R.-4.1

If any individual feels his/her civil rights have been violated they can register a complaint with the LA, the SA, the Food & Consumer Service Regional Office, or the USDA.

C.R.-5.0

The SA will send all complaints to the Regional Civil Rights Director.

C.R.-8.0

Civil rights training must be provided annually at each local agency.

BE A POSITIVE IMPACT PERSON

NAME _____

WEEK 2 • Day 6 of 20

A way I can use a culture of service is to

*Attitude, behavior
and job performance are
directly related.*

BE A POSITIVE IMPACT PERSON

NAME _____

WEEK 2 • Day 7 of 20

Positive words that I can use are

I can make choices about how things that happen to me affect my feelings and attitude.

BE A POSITIVE IMPACT PERSON

NAME _____

WEEK 1 • Day 1 of 20

A way I can remember to use a culture of service is

*Attitude, behavior
and job performance are
directly related.*

BE A POSITIVE IMPACT PERSON

NAME _____

WEEK 1 • Day 2 of 20

I can remember to use positive words by

I can make choices about how things that happen to me affect my feelings and attitude.

BE A POSITIVE IMPACT PERSON

NAME _____

WEEK 2 • Day 8 of 20

One way that I can act responsibly is to

If you want to feel good about yourself, you have to do things you feel good about.

BE A POSITIVE IMPACT PERSON

NAME _____

WEEK 1 • Day 3 of 20

I can remember to act responsibly by

If you want to feel good about yourself, you have to do things you feel good about.

BE A POSITIVE IMPACT PERSON

NAME _____

WEEK 2 • Day 9 of 20

A way to go about solving a problem and determining options is to

Be an active listener, determine possible solutions, then act with courage.

BE A POSITIVE IMPACT PERSON

NAME _____

WEEK 1 • Day 4 of 20

I can remind myself to focus on solving the a problem and determining options by

Be an active listener, determine possible solutions, then act with courage.

BE A POSITIVE IMPACT PERSON

NAME _____

WEEK 2 • Day 10 of 20

A way that I can energize myself routinely is to

Where you are headed is much more important than how fast you are going!

BE A POSITIVE IMPACT PERSON

NAME _____

WEEK 1 • Day 5 of 20

I can remind myself to energize myself routinely by

Where you are headed is much more important than how fast you are going!



CREATING A CULTURE OF SERVICE

NAME _____
WEEK 4 • Day 16 of 20

When I use a culture of service and a positive attitude, I feel

Attitude, behavior and job performance are directly related.

CREATING A CULTURE OF SERVICE

NAME _____
WEEK 4 • Day 17 of 20

When I use positive words like "Yes," "I can," "I will" my clients and coworkers feel

I can make choices about how things that happen to me affect my feelings and attitude.

CREATING A CULTURE OF SERVICE

NAME _____
WEEK 3 • Day 11 of 20

I used a culture of service when I

Attitude, behavior and job performance are directly related.

CREATING A CULTURE OF SERVICE

NAME _____
WEEK 3 • Day 12 of 20

A time when I used positive words like "Yes," "I can," "I will" was when I

I can make choices about how things that happen to me affect my feelings and attitude.

CREATING A CULTURE OF SERVICE

NAME _____
WEEK 4 • Day 18 of 20

When I act responsibly I feel

My clients and coworkers feel

If you want to feel good about yourself, you have to do things you feel good about.

CREATING A CULTURE OF SERVICE

NAME _____
WEEK 3 • Day 13 of 20

An instance of my acting responsibly was when I

If you want to feel good about yourself, you have to do things you feel good about.

CREATING A CULTURE OF SERVICE

NAME _____
WEEK 4 • Day 19 of 20

When I solve problems and determine options, I feel

Be an active listener, determine possible solutions, then act with courage.

CREATING A CULTURE OF SERVICE

NAME _____
WEEK 3 • Day 14 of 20

I solved a problem and determined options when I

Be an active listener, determine possible solutions, then act with courage.

CREATING A CULTURE OF SERVICE

NAME _____
WEEK 4 • Day 20 of 20

When I energize myself routinely, I feel

Where you are headed is much more important than how fast you are going!

CREATING A CULTURE OF SERVICE

NAME _____
WEEK 3 • Day 15 of 20

I energized myself routinely today by doing the following

Where you are headed is much more important than how fast you are going!

WIC Civil Rights Policy Review

